



# Streamline the Spills Program Enforcement Action Process

**Lean Project Progress Report: August 28, 2012**

Prepared By: Kitty Hjelm

<b>Event Date:</b>	May 8-10, 2012		
<b>Background</b>	The Spills Program issues hundreds of enforcement actions each year. Spill response staff view the process as time consuming and unclear. Currently, there are over 100 pending enforcement actions and more are added every month. The process timeline needs to be shortened so actions can be completed within the established goals.		
<b>Project Objective(s)</b>	<ol style="list-style-type: none"> <li>1. Reduce the Notice of Penalty (NOP) process time so that 85% of the NOP's are issued by the established issue date goal.</li> <li>2. Reduce the number of pending NOP enforcements by 30 percent in the first 9 months after implementation.</li> <li>3. Increase staff understanding of the docket management system and NOP enforcement boilerplates.</li> <li>4. Clarify and streamline the NOP process.</li> </ol>		
<b>Lean Event Outcome</b>	<b>Current Situation (Old Way)</b>	<b>Future (New Way)</b>	<b>Benefits</b>
	All penalties went through the more time consuming Notice of Penalty process.	Implement the use of Field Citations	Issuing a citation in the field at the time of the spill provides immediate feedback for the spiller and will reduce the need for the more time consuming Notice of Penalty process.
	Links to some enforcement boiler plates had not been updated and links were in multiple locations. Documents for specific enforcement actions were not all together in one place.	Build enforcement kits (one stop shopping) for specific enforcement actions and add or update links to boilerplates.	Easier & quicker for responders to find what they need for specific enforcement actions.
	Review and formatting of Notice of Penalty paperwork at one of the regions was delayed due to support staff workload.	Alleviate some of the workload by centralizing the regions Spills Program time accounting at headquarters.	Centralizing the Spills time accounting at headquarters should prevent a backlog of Notice of Penalty documents waiting for review and formatting.
	Ecology Northwest Regional Office (NWRO) responders were relying on support staff to get their docket numbers	NWRO responders will be consistent with the other regional responders and get their own docket numbers from the DMS Coordinator.	This will eliminate a potential delay at the support staff desk.

<b>Activities to Implement Future State</b>	<b>Completed</b> <ul style="list-style-type: none"><li>NWRO responders are now getting their own docket numbers from the DMS Coordinator.</li><li>Starting August 1<sup>st</sup> all of NWRO Spills Program time accounting will be done at headquarters.</li></ul> <b>In Progress</b> <ul style="list-style-type: none"><li>Field Citation books are back from the printer and training for staff is being developed. Training and distribution of field citation books is will be done in September.</li></ul> <b>Under Development</b> <ul style="list-style-type: none"><li>During our Lean event there were numerous additional ideas that the team came up with. Possible ideas for the future have been identified but are on hold until we have data for the ideas we are currently implementing.</li></ul>		
<b>Results to Date</b>	Data to be collected has been established: <ul style="list-style-type: none"><li>Number of field citations issued per month (data collection begins Oct. 1)</li><li>Number of pending penalty actions (data collection begins Sept. 1)</li><li>Average number of days to issue a penalty (data collection begins Sept 1)</li></ul>		
<b>Discussion about Results</b>	The data to track the project objectives is still incomplete. However, we have made significant progress on the implementation items and we are beginning the data collection.		
<b>Future Action Plan (Milestones)</b>	<b>What?</b>	<b>Who?</b>	<b>When?</b>
	Establish data definitions and standards and begin collecting data.	Kitty Hjelm	September 2012
	Field Citation training and booklet distribution.	Jeff Fishel	September 2012